

The FTC 2025 Do Not Call Registry Data Book Summarized

Prepared by PossibleNOW's sister company, CompliancePoint

Each year, the Federal Trade Commission (FTC) publishes a comprehensive report called the National Do Not Call (DNC) Registry Data Book, offering **detailed statistics and insights** into telemarketing complaints and trends.

The 2025 edition, which covers the period from October 1, 2024, to September 30, 2025, highlights consumer behavior, telemarketing practices, and how well the Do Not Call rules are working.

Key Highlights from the 2025 Data Book:

Total Active Registrations Continue to Grow

- Over **258 million phone numbers** were actively registered on the National Do Not Call Registry by the end of fiscal year 2025.
- This represents roughly **4.7 million new registrations** added during the year; an increase of nearly 2% compared to the prior year.

Complaints About Unwanted Calls

- Consumers filed **more than 2.6 million complaints** of telemarketing violations over a 12-month period.
- A majority of complaints continue to be about prerecorded messages to the tune of approximately 133,000 per month.
- Average number of complaints about robocalls increased almost 45% compared to last year.

Common Complaint Topics

Consumers most frequently reported unwanted calls in several categories, including:

- **Debt reduction offers** — often scams promising easy debt relief.
- **Imposters** — callers pretending to be government agencies, companies, or trusted contacts.
- **Medical and prescription-related calls**.

State-Level Insights

The data book breaks down registrations and complaints by state, adjusting for population.

In 2025, the states with the highest complaint rates per 100,000 people included:

1. Arizona
2. Tennessee
3. Nevada
4. Illinois
5. Florida

Data Accessibility

In addition to the report, the FTC now offers interactive online dashboards that let users explore Do Not Call registration and complaint data by topic and geography and is updated quarterly.

Do Not Call Registry Data Book Takeaways

Despite the growing number of numbers on the National DNC Registry, there remains to be many callable telephone numbers, especially if you are calling with an established business relationship (EBR), which are exempt from the Do Not Call Registry.

When calling a number on the National DNC Registry, it's important that you be able to document EBR exemptions, dates which they are effective, etc.

It's also important to understand that if your company receives a complaint to the FTC, it is not necessarily cause for concern. Consumers can complain about any call, even legal ones, or calls they don't even answer.

It's more important for businesses to look at complaints to the FTC and look for trends about complaints about calls coming from their caller IDs and determine if you need to take action.

Need assistance with customer contact compliance?

[Speak to an expert](#)

PossibleNOW is the pioneer and leader in customer contact compliance. From federal and state regulations to international laws, our platform **DNCsolution** consolidates everything a business needs to stay compliant with regulations such as Do Not Call, TCPA, CAN-SPAM, and Reassigned Numbers Database. We back our solutions with a 100% compliance guarantee and keep companies out of the crosshairs of professional litigators.

Our **MyPreferences** platform centralizes the collection and distribution of customer communication consents and preferences, making compliance and personalization possible across the enterprise. PossibleNOW's strategic consultants take a holistic approach, leveraging years of experience when creating strategic roadmaps, planning technology deployments, and designing customer interfaces.

Our technology, processes, and services enable relevant, trusted, and compliant customer interactions.

PossibleNOW: Marketing Compliance Made Simple.

CONTACT
Contact Us

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(800) 585-4888 or (770) 255-1020

email | info@possiblenow.com

visit | www.possiblenow.com